

INDIVIDUAL CONTRIBUTOR JOB ROLE COMPETENCIES

COMPETENCY	DESCRIPTION
CORE COMPETENCIES	
Customer Focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to both internal and external customers with equal priority
Ethics	Is accountable for actions, deals with others in a straightforward and honest manner, maintains confidentiality, conveys good news and bad
Results	Targets and achieves results, sets challenging and productive goals, prioritizes tasks, overcomes obstacles, accepts accountability
Teamwork	Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere
Vision	Communicates the values of the Surprise vision to others, supports values in daily actions and decisions, incorporates Surprise vision when planning
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Communication	Communicates effectively both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, exhibits good listening skills
Enthusiasm	Shows energy, acts on opportunities, instills urgency in others, positive momentum, stays the course, generates new ideas, practices self-development
Job Knowledge	Understands duties and responsibilities, has and maintains necessary job knowledge and technical skills, is in command of critical issues, works to acquire and develop new skills
Quality Productivity	Manages workload and is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, owns/acts on quality problems, prioritizes tasks, develops effective work procedures, manages time well, handles information flow, meets deadlines